



Facility Case Support Worker

Reports to: Residential Facility Manager

Classification: BushMob Enterprise Bargaining Agreement (EBA)

Primary objective: Contribute to providing an environment that is safe and therapeutically sound to enable young people with complex alcohol and other drug and related needs to make life and well-being changes.

Key responsibilities:

1. Build supportive relationships with young people and their families that foster acceptance, respect and trust, and actively support the involvement of families in the therapeutic process.
2. Actively participate in developing and leading a fast-paced day to day daily living, recreational and social scheduled that fully engages young people.
3. Support team members leading day and overnight bush trips and other activities involving large animals.
4. Provide day to day supervision of young people using trauma informed principles that ensure their safety and foster choice and by managing the moods, behaviours and other needs of young people aligned to their individual development plans and by applying non-judgemental, positive behavioural approaches.
5. Constructively collaborate with colleagues in BushMob and external service providers as part of the case management team to support the cultural, social, medical, legal, educational and other needs of young people and their families.
6. Maintain records, reports and other written communications to ensure there is a timely and accurate case record and information is appropriately communicated to young people, their families, and with other team members.
7. Maintain own professional competence through self-learning, engaging in BushMob and other professional development, supervision and support activities.
8. Adhere to all BushMob policies, codes and procedures, including those related to personal conduct, confidentiality, privacy, health, safety and risk.
9. Undertake other tasks as directed from time to time.

Selection Criteria

Essential

1. Demonstrated ability to work effectively with people from linguistic and culturally diverse backgrounds, and specific experience working with Aboriginal Australians.
2. Demonstrated ability to work effectively with young people within a developmental framework.
3. Demonstrated ability to work with vulnerable people by applying client centred, non-judgemental strengths-based practices.
4. Demonstrated ability to take direction and work as a functioning member of a small team in a dynamic and demanding setting.



5. High order verbal and written communication skills to maintain a wide range of written documentation and verbal communications with a range of people including for whom English is not a first language, colleagues and other professionals from within and outside government.
6. Demonstrated understanding of mandatory child safe and violence reporting obligations in the NT, and of verbal and non-verbal confidentiality obligations.
7. Ability to participate in a wide range of physical activities including by travelling by road on dirt tracks into the bush away from facilities, and all activities associated with preparing and managing camping trips for groups.
8. Ability to participate in rostered day, evening and night shifts over a 24/7 period.

Desirable

1. Recognised qualification in social work, youth work, alcohol and other drugs and / or mental health.
2. Of Aboriginal or Torres Strait Islander Descent.

Additional requirements

All Case Support Workers are required to:

1. Hold and maintain a current NT C Class manual driving license;
2. Hold and maintain Working Safely with Children's Clearances for the NT including an NT SAFE Ochre Card, and complete a criminal history check, and;
3. Hold or be willing to gain and maintain a First Aid Certificate.